

Agency Operations Plan 2015-17

Agency:

North Dakota Retirement and Investment Office (NDRIO)

Line of Business: (optional)

Contact:

Name:	Richard Nagel
Title:	Supervisor of IT
Phone #:	(701) 328-9891
Email:	rjnagel@nd.gov

Technology Strategy:

NDRIO employs appropriate information technology components to facilitate the successful attainment of its goals. Our Teachers' Fund for Retirement division is required to disburse monthly benefits to our retired members, and to collect contributions from active members to support the Fund. That division also supports our members in various ways, such as benefit counseling, retirement processing, and educational seminars. Through the use of database, networking, and office productivity technologies supported by the North Dakota Information Technology Department (ND ITD), we are able to deliver these services more efficiently and reliably.

Technology Infrastructure:

1. All servers used by NDRIO are supplied, supported, and hosted by ND ITD. Given the small number of employees at our agency and the critical nature of some of our services, we have chosen to not host any servers.
2. Server applications:
 - a. The CPAS Pension Accounting System is hosted on an Oracle database server at ND ITD. CPAS provides the functions necessary to support our active and retired members. The vendor's development staff work with CA Objects for the front-end client interface, and use several tools, including SQLPlus and PL/SQL Developer for Oracle database development.
 - b. We use Microsoft Dynamics General Ledger, running on ND ITD's SQL Server, to support accounting needed for funds managed by our State Investment Board division
 - c. ND ITD supplies servers for file and print services.
 - d. NDRIO uses ND ITD's FileNet server to store and access documents for our members and employers.
 - e. We use ITD's LDRPS server for our business recovery plan.
 - f. We still have a very small usage of ITD's mainframe.
3. Desktops
 - a. All of NDRIO's desktops are using Windows 7 Professional. Three of them run 64-bit Windows; the rest have 32-bit version.

- a. We are currently starting to use Microsoft System Center Configuration Manager (SCCM) for management.
 - b. Replacement schedule is on a 4-year cycle.
- 4. Laptops
 - a. We have a total of four laptops; two for the Retirement Programs Specialists (Windows 7 64-bit), two stored off-site for disaster recovery (Windows 7 32-bit). We have two on order for miscellaneous purposes such as presentations (Windows 7 64-bit).
 - b. For the two Retirement Programs Specialist laptops that will leave the office from time to time, we have use ITD's hardware encryption program (WAVE).
 - c. Laptops are on a 3-year replacement cycle, but based on performance of current laptops, we are extending that to 4 years. Only the two that leave the office are on a replacement cycle; when they are replaced, they replace the disaster recovery laptops, which in turn replace the presentation laptops.
- 5. Mobile Devices
 - a. Some users utilize personal phones/tablets for VPN and email.
- 6. Client Applications
 - a. Microsoft Office 2007, to be upgraded to Microsoft Office 2010.
- 7. Data
 - a. All agency data is stored on and backed up from ND ITD servers.
 - b. We cross-reference membership data with ND Public Employees' Retirement System to determine if members have service in both plans. We send them a file; they match it with theirs and return the results.
 - c. We send a file to the Bank of North Dakota for Electronic Fund Transfer payments.

Planned Activities:

- 1. We will finish the member part of our online services (currently, we have employer reporting services on the web).
- 2. If time and funds allow, we plan to reorganize and update our RIO website.

Technologies being considered or investigated:

- 1. Tablet computers and other mobile devices.
- 2. Use of network connections from state public schools.
- 3. Additional wireless hot spot in our office.
- 4. Technologies to reduce amount of travel.
- 5. Audio/Video conferencing.